



DOH LMS TRAIN Florida Support and Communication Guidelines

February 2016

Your comprehensive guide to DOH LMS e-learning support and management

To protect, promote & improve the health of all people in Florida through integrated state, county, & community efforts.

It's a New Day in Public Health



This page left blank intentionally

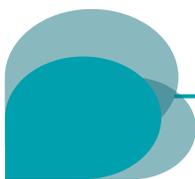




Table of Contents

SECTION			PAGE
1		Overview	1
2		General Communication Process	1
3		Technical Assistance and Support Process	2
	3.1	Learner Assistance and Support Process	2
	3.2	Course Provider Assistance and Support Process	3
	3.3	DOH LMS Local Support Team Administrator Assistance and Support Process	3
	3.4	DOH LMS Lead Administrator Assistance and Support Process	4
4		TRAIN Florida Help Desk	4
5		Communicating with TRAIN Florida Users	5
	5.1	TRAIN Florida Announcements	5
	5.2	TRAIN Florida Discussion Board	5
	5.3	TRAIN Florida Surveys	5
	5.4	DOH E-mail Communication	6
	5.5	TRAIN Florida E-mail Communication	6





Table of Contents

SECTION			PAGE
6		TRAIN National Policies	6
	6.1	TRAIN National Courses	6
	6.2	TRAIN National Level Items	7
	6.3	TRAIN Florida Site Modifications	7
	6.4	Grouping Structure Modifications to TRAIN Florida	7
	6.5	Emergency Fixes	7
7		TRAIN National Outages and Maintenance	8
	7.1	Unplanned Outages	8
	7.2	Planned Outages and Maintenance	8
	7.3	General Maintenance	9
8		Appendices	10



DOH LMS TRAIN Florida Support and Communication Guidelines: A Tiered Approach

Section 1 - Overview

This document describes the processes for technical support and communication regarding TRAIN Florida, the Department of Health Learning Management System (DOH LMS). It is a tiered approach with primary and initial support provided at the local level and additional support provided at the next level up, when needed. This process ensures a fast and more efficient distribution of support to TRAIN Florida users.

This document also addresses the established processes for communication and problem resolution, and the use of the TRAIN Florida Help Desk, email, discussion boards, announcements, surveys, and DOH websites to communicate needed information, answer questions, and resolve problems.

Section 2 - General Communication Process

TRAIN Florida users, including learners, Course Providers, Support Team Administrators, Lead Administrators, and Site Administrators, are required to follow this process to answer questions, concerns, comments, and system enhancements related to TRAIN Florida. Only DOH LMS Site Administrators will submit questions, concerns, and/or comments to staff at KMi or the Public Health Foundation (PHF). See the TRAIN Florida Technical Assistance and Support Process Map ([Appendix I](#)).

- **DOH LMS Learners and Course Providers** shall submit any unresolved technical or non-technical issues, questions or system enhancements involving TRAIN Florida to their DOH LMS Local Support Team Administrator(s).
- **DOH LMS Local Support Team Administrators (LSTA)** shall submit any unresolved technical or non-technical issues, or questions or system enhancements involving TRAIN Florida to their DOH LMS Lead Administrator(s).
- **DOH LMS Lead Administrators (LA)** shall submit any unresolved technical or non-technical issues questions or system enhancements involving TRAIN Florida to the DOH LMS Site Administrator(s), DOHLMSSupport@flhealth.gov.
- **DOH LMS Site Administrators (SA)** shall submit any technical issues, questions or system enhancements involving TRAIN Florida to the TRAIN Help Desk, support@train.org, or the Request Management Services (RMS), as appropriate.

For all non-technical support comments, concerns, and questions involving specifications and screenshots, enhancements, development timelines and/or schedules, and funding ideas, the DOH LMS Site Administrator(s) will contact the PHF-TRAIN Director and/or the PHF Program Administrator.

- **DOH LMS Site Administrators** shall participate in the monthly TRAIN Technical Assistance call and use the following TRAIN Florida features to communicate information: discussion boards, the Resource Center, announcements, surveys, and the DOH websites.
- **DOH LMS Course Providers and Local Administrators** are encouraged to participate in the DOH LMS Support Call and use the following TRAIN Florida features to stay informed of changes: discussion boards, the Resource Center, announcements, surveys, and the DOH websites.

Section 3 - Technical Assistance and Support Process

TRAIN Florida is a learning management system for professionals who protect the public's health. It is managed by the **Public Health Foundation**.

Our goal is to provide a user friendly enterprise to aid the Department of Health in **Developing and Sustaining a Competent and Qualified Public Health Workforce** and to share public health training resources with our community health partners.

We encourage all users to visit the **TRAIN Florida Knowledge and Resource Center**. It provides tools to enhance knowledge and develop skills required to use TRAIN Florida and to manage DOH training.

3.1 Learner Assistance and Support Process

If learners have questions or problems with the DOH LMS TRAIN Florida site, they will refer to the TRAIN Florida Learner Guide, Learner Questions & Answers, Learner Tutorialson the **TRAIN Florida Knowledge Center**. Learners may also add a discussion thread to the appropriate **TRAIN Florida Discussion Board**. See the TRAIN Florida Learner Assistance and Support Quick Tips, **Appendix III**.

If unable to answer the question or resolve the problem, or if the discussion thread is not answered within 24 hours, the learner will contact the **DOH LMS Local Support Team Administrator** in her/his area. The LSTA will refer to the TRAIN Florida Knowledge Center and other resources, as needed, to answer the question or resolve the problem.

If the LSTA identifies the answer or solution s/he will communicate it to the learner and if applicable update the appropriate TRAIN Florida Discussion Board. If the LSTA is unable to locate the answer or solution, s/he will contact the **DOH LMS Lead Administrator**.

The LA will refer to the TRAIN Florida Knowledge and Resource Center and other resources, as needed, to answer the question or resolve the problem.

If the LA identifies the answer or solution s/he will communicate it to the learner and LSTA, and if applicable update the appropriate TRAIN Florida Discussion Board. If the LA is unable to locate the answer or solution, s/he will contact the **DOH LMS Site Administrator** or Site Administrator Support Team through the TRAIN Florida Help Desk, DOHLMSSupport@flhealth.gov.

The DOH LMS Site Administrator will refer to the TRAIN and TRAIN Florida User Guides, along with other resources as needed, to locate the answer or resolve the problem. When the answer or solution is found, the SA will communicate it to the Learner, LSTA, and LA, and, if applicable, update the appropriate TRAIN Florida Discussion Board.

If the learner has a question or problem with an FDOH course, s/he may add a discussion thread to the appropriate TRAIN Florida Discussion Board or contact the **DOH LMS TRAIN Florida Course Provider**. The Course Provider will review the TRAIN Florida Knowledge Center and other resources, as needed, to answer the question or resolve the problem. The Course Provider will communicate the answer or solution to the learner and, if applicable, update the appropriate Discussion Board.

If the Course Provider is unable to find the answer or solution s/he will contact the LTSA, LA, or SA as described in the following section (3.2) as appropriate, and then pass on the information to the Learner, as appropriate.

3.2 Course Provider Assistance and Support Process

If a Course Provider has a question or problem with the DOH LMS TRAIN Florida site, s/he will refer to the TRAIN Florida Course Provider Guide, Course Provider Questions & Answers, or Course Provider Tutorials on the **TRAIN Florida Knowledge Center** to locate the answer or solution. The Course Provider may also add a discussion thread to the appropriate **TRAIN Florida Discussion Board**.

If unable to answer the question or resolve the problem, or if the discussion thread is not answered within 24 hours, the Course Provider will contact the **DOH LMS Lead Administrator** or **Local Support Team Administrator** in his/her area. The LA or LSTA will refer to the TRAIN Florida Course Provider and User Guides, and other resources as needed, to answer the question or resolve the problem. If the LA or LSTA identifies the answer or solution he/she will communicate it to the Course Provider and if applicable update the appropriate TRAIN Florida Discussion Board.

If the LA or LSTA is unable to locate the answer or solution, s/he will email the **DOH LMS Site Administrator** or Support Team, DOHLMSSupport@flhealth.gov.

The DOH LMS Site Administrator will refer to the TRAIN and TRAIN Florida User Guides, along with other resources as needed, to find the answer or resolve the problem. If the answer or solution is located, the SA will communicate it to the Course Provider, LA, and LSTA and, if applicable, update the appropriate TRAIN Florida Discussion Board.

3.3 DOH LMS Local Support Team Administrator Assistance and Support Process

If a Local Support Team Administrator has a question or problem with the DOH LMS TRAIN Florida site, s/he will refer to the TRAIN Florida Local Administrator Guide, Administrator Questions & Answers, Administrator Tutorials, or the **TRAIN Florida Knowledge Center** to locate the answer or solution. The LSTA may also add a discussion thread to the appropriate **TRAIN Florida Discussion Board**.

If unable to answer the question or resolve the problem, or if the discussion thread is not answered within 24 hours, the LSTA will contact the **DOH LMS Lead Administrator** in his/her area. The LA will refer to the TRAIN Florida Local Administrator and User Guides, and other resources as needed, to answer the question or resolve the problem. If the LA identifies the answer or solution s/he will communicate it to the LSTA and, if applicable, update the TRAIN Florida Discussion Board.

If the LA is unable to locate the answer or solution, s/he will email the **DOH LMS Site Administrator** or Site Administrator Support Team, DOHLMSSupport@flhealth.gov.

The Site Administrator will refer to the TRAIN and TRAIN Florida User Guides, along with other resources as needed, to locate the answer to the question or resolve the problem. When the answer or solution is located, the SA will communicate it to the LA and LSTA and, if applicable, update the appropriate **TRAIN Florida Discussion Board**.

3.4 DOH LMS Lead Administrator Assistance and Support Process

If a Lead Administrator has a question or problem with the DOH LMS TRAIN Florida site, s/he will refer to the TRAIN Florida Local Administrator Guide, Administrator Questions & Answers, or Administrator Tutorials on the **TRAIN Florida Knowledge Center** to locate the answer or solution. The LA may also add a Discussion Thread to the appropriate **TRAIN Florida Discussion Board**.

If unable to answer the question or resolve the problem or the Discussion Thread is not answered within 24 hours, the LA will contact the **DOH LMS Site Administrator**. The SA will refer to the TRAIN Florida Site Administrator and User Guides, and other resources as needed, to answer the question or resolve the problem. If the SA identifies the answer or solution s/he will communicate it to the LA and, if applicable, update the appropriate TRAIN Florida Discussion Board.

If the SA is unable to locate the answer or solution, s/he will contact the TRAIN Help Desk (support@train.org) or submit a You Track Request, as appropriate. When the answer or solution is located, the SA will communicate it to the LA and if applicable update the appropriate TRAIN Florida Discussion Board.

Section 4 - TRAIN Florida Help Desk

The **TRAIN Florida Help Desk**, DOHLMSSupport@flhealth.gov, is available during regular business hours Monday – Friday, 8 a.m.-5 p.m. EST, excluding state holidays. The Help Desk is set up to answer technical and non-technical questions primarily from DOH LMS Local and Local Support Team Administrators, but is also available to help with TRAIN Florida questions as needed.

The TRAIN Florida Help Desk will provide a response within 24 hours of the submitted email request. Please include the following **Subject Line: TRAIN Florida Assistance**. Include the priority level of the situation and a brief description of the problem or issue in the body of the email.

The TRAIN National Help Desk answers technical questions from TRAIN National Affiliate Site Administrators needing immediate answers, and helps affiliate Site Administrators by answering general technical questions and collecting information on emergency situations.



The You Track Request System is intended for reporting and addressing technical issues within TRAIN. The You Track Request may be used by the DOH LMS Site Administrators when resolution is not needed within two business days and/or when other affiliate feedback is required. **Only DOH LMS Site Administrators shall access the TRAIN National Help Desk and You Track Request System.**

TRAIN Florida Help Desk Contact Information:

Email: DOHLMSSupport@flhealth.gov

Telephone: (850) 245-4008

Section 5 - Communicating with TRAIN Florida Users

5.1 TRAIN Florida Announcements

DOH LMS Administrators will post training announcements on the TRAIN Florida home page to provide users with important information about upcoming events, notices for needed actions, and other general communication related to TRAIN Florida.

The visibility of the announcements is set to the specific area or group needing to receive the information. Announcements will have a set expiration date to remove the announcement from the home page when they are no longer current. Announcements can include “read more” links to additional information. This may be outside of the TRAIN Florida home page.

Please see the TRAIN Florida User Guides and visit the [TRAIN Florida Knowledge Center](#) for additional details.

5.2 The TRAIN Florida Discussion Board

The TRAIN Florida Discussion Board is an excellent tool for raising questions and providing information that can be shared to all users, or users in a specified area. DOH LMS Site Administrators can create a discussion category and any TRAIN Florida user can add discussion threads and respond to discussion entries.

The **Discussion Categories** are aligned to designated FDOH training areas. For example, any user may enter a discussion thread and ask a TRAIN Florida Administrator a question. Also, users may select the **FDOH Ask TRAIN Florida Admin - Request a Discussion Topic** link and submit a request to add an FDOH discussion topic. It is important for the DOH LMS Lead Administrators to monitor the discussions and answer questions or requests within 24 hours.

Please see the TRAIN Florida User Guides and visit the [TRAIN Florida Knowledge Center](#) for additional details.

5.3 TRAIN Florida Surveys

The TRAIN Florida survey is a tool for gathering information on an issue or topic of interest. Users with the TRAIN Florida Survey Manager role should include appropriate and effective questions, and designate the area needing to receive the survey. It is important for the Survey Manager who created the survey to monitor the status and results from the survey.



Although the TRAIN Florida site allows users to decline a survey, DOH learners are encouraged to participate in all assigned surveys in the specified time frame. Please see the TRAIN Florida User Guides and visit the [TRAIN Florida Knowledge Center](#) for additional details.

5.4 DOH Email Communication

Distribution lists (DL) in DOH Outlook list the DOH LMS Site Administrators, Lead Administrators, Local Support Team Administrators, and Course Providers. These lists are used to send email messages to these groups. Emails can also be sent to the TRAIN Florida Help Desk DOHLMSSupport@flhealth.gov, as mentioned in Section 4.

Suggestions for sending emails to TRAIN Florida Administrator and Course Provider distribution lists when seeking a reply to sender or a reply to all:

- To send an email to all users on the DL list, and have the replies return only to you, please **Bcc:** the distribution list.
- To send an email where the replies return to you ("Reply") or return to the entire distribution list ("Reply All") please **Cc:** the distribution list.
- To ensure that replies go to the entire distribution list, put the distribution list "address" in the **To:** field.

5.5 TRAIN Florida Email Communication

Email Receipt Options

As a TRAIN Florida user, you have the option to receive emails from the TRAIN email system. TRAIN automatically sends important email reminders, updates, and notifications to TRAIN users. You can opt-out of these notifications but in doing so, may miss vital DOH training information. DOH employees are strongly advised not to opt-out of TRAIN emails.

Please see the TRAIN Florida User Guides or visit [TRAIN Florida Knowledge Center](#) for more.

Email Utility Feature

The DOH LMS Administrators and Course Providers shall use the TRAIN Florida email utility when submitting TRAIN Florida training information. The email **From:** field displays the following email address: workforce@flhealth.gov [phf_admin@train.org]. Please do not disregard emails coming from this email address, as they contain vital DOH training information.

Please see the TRAIN Florida User Guides and visit the [TRAIN Florida Knowledge Center](#).

Section 6 - TRAIN National Policies

6.1 TRAIN National Courses

TRAIN National (PHF-TRAIN) makes certain national courses available on the affiliate level, for affiliate course roster management. **Affiliates are NOT authorized to edit the course information in any way.** However, group settings and visibility for our jurisdiction (state) may

need modification to allow those with Attendance Manager roles to access the course roster, verify learners, and track the completion date. If changes are necessary for availability purposes, the TRAIN Florida Site Administrator will place a request in the You Track Request System.

6.2 TRAIN National Level Items

On occasion, PHF-TRAIN posts courses, announcements, discussion boards, resources, etc. to the national level group. If any changes are needed to modify the visibility of this information, the TRAIN Florida Site Administrator may place a request in the You Track Request System.

6.3 TRAIN Florida Site Modifications

Any modification to the functionality, structure, or appearance of TRAIN Florida that can or may affect the TRAIN National audience is the responsibility and decision of PHF-TRAIN. The TRAIN Florida Site Administrator may place a request in the You Track Request System for site modifications.

6.4 Grouping Structure Modifications to TRAIN Florida

As an affiliate grows with TRAIN, a grouping structure might need to be adjusted or changed. Grouping structure modification requests should be managed as follows:

- Any requests for grouping structure additions or modifications should be submitted to the DOH LMS Site Administrator, DOHLMSSupport@flhealth.gov, by the DOH LMS Lead Administrator.
- The DOH LMS Site Administrator will send any requests for grouping structure additions or modifications to PHF for review, discussion, and approval prior to posting the request to the You Track Request System as a Change Request. Simple additions requested through the You Track Request System will be reviewed and processed by PHF/KMi.
- The DOH LMS Lead Administrator may submit a request for the deletion of group(s) to the DOH LMS Site Administrator, who will post the request to the You Track Request System. However, in the case of deletions, it is the DOH LMS Lead Administrator's responsibility to make sure ALL data assignments from the group have been moved or deleted. This entails that all user accounts, courses, sessions, announcements, non-TRAIN events, etc. have been removed from the group and its visibility. KMi will not delete any groups until all related data assignments have been removed. However, KMi will help an affiliate determine what data remains attached to a particular group that an affiliate would like deleted.

Note: All group-based change requests are subject to final review and approval by PHF & KMi in order to maintain concordance with the character and mission of TRAIN.

6.5 Emergency Fixes

An emergency fix is necessary when a bug has been identified on a TRAIN production site, such as TRAIN Florida, that breaks critical functionality for the TRAIN National audience and has no suitable workaround. If an item is identified that is believed to require an emergency fix, it should be reported to the **DOH LMS Lead Administrator** and/or Local Support Team Administrator, who

will report it to the DOH LMS Site Administrator, if they are unable to resolve the issue. The SA, if unable to resolve the issue, will report the issue to the TRAIN Help Desk, support@train.org, as soon as possible.

- Situations that require emergency fixes include but are not limited to: Administrators cannot create a new account, or the Course Wizard is broken or unavailable keeping Course Providers from entering new courses.
- Situations that do not require an emergency fix include but are not limited to: The administrative icons disappearing from the Course Search, but still being available through the Administrator Course List, or the Keyword Search field is broken or unavailable. The Site Administrator should report these items in the You Track Request System.

Due to the unexpected and variable nature of items that potentially need an emergency fix, the decision to move forward with a fix will be at the sole discretion of PHF and KMi. The severity of the error, affected audience, timing in the TRAIN build cycle, and potential downtime all impact the decision to work on and release a build containing an emergency fix.

Section 7 - TRAIN National Outages and Maintenance

7.1 Unplanned Outages

An unplanned outage is defined as any unanticipated time period that users cannot access the TRAIN application as a result of some technical factor in the KMi system. Outage causes can include, but are not limited to, server hardware or software failure, power outages, and data center connectivity issues. An outage is not defined by the user's network. Rather, outages are defined by the state of the KMi network. If a user cannot access TRAIN because the internet in his/her building is down, it is not an outage.

To detect an unplanned outage, KMi runs automated monitoring software on a dedicated server. Tests are run every 30 seconds. These tests monitor the TRAIN application and TRAIN hardware. Upon a failure response from the test, notifications are automatically triggered. The DOH LMS Site Administrator(s) will be notified of the outage and will in turn notify the DOH LMS Local Administrators and users with updates as they are received.

7.2 Planned Outages and Maintenance

A planned outage is defined as any scheduled or anticipated time period that users cannot access the TRAIN application as a result of a technical factor in the KMi system. Maintenance is defined as any action performed towards ensuring TRAIN continues to operate in a working manner.

Planned Outages Include:

1. Weekly Maintenance

- a. TRAIN may be inaccessible each Sunday from 8 a.m.-12 p.m. ET for maintenance.

A message stating, "This site is experiencing technical difficulties. Please try again later. If you would like further information, please contact the Help Desk. Thank you for your patience." will be displayed during the planned maintenance period.

2. Nightly Processes

- a. TRAIN has many automatic nightly processes, such as calculating duplicate users, backups, etc. These processes may occasionally cause the site to be unavailable for small periods during 12 a.m. and 4 a.m. ET.
- b. Any disruption in services from these necessary maintenance procedures will not be considered an outage.

3. TRAIN Build Releases

- a. TRAIN production is updated every two months with the latest build.

4. Additional Maintenance

- a. It is possible that throughout the year, additional, urgent maintenance may be necessary. This may include unexpected, but important service pack installations, drive or other hardware upgrades, etc. These types of maintenance will center around important changes that might need to be made, as long as those circumstances requiring those changes are not crippling to the TRAIN system.

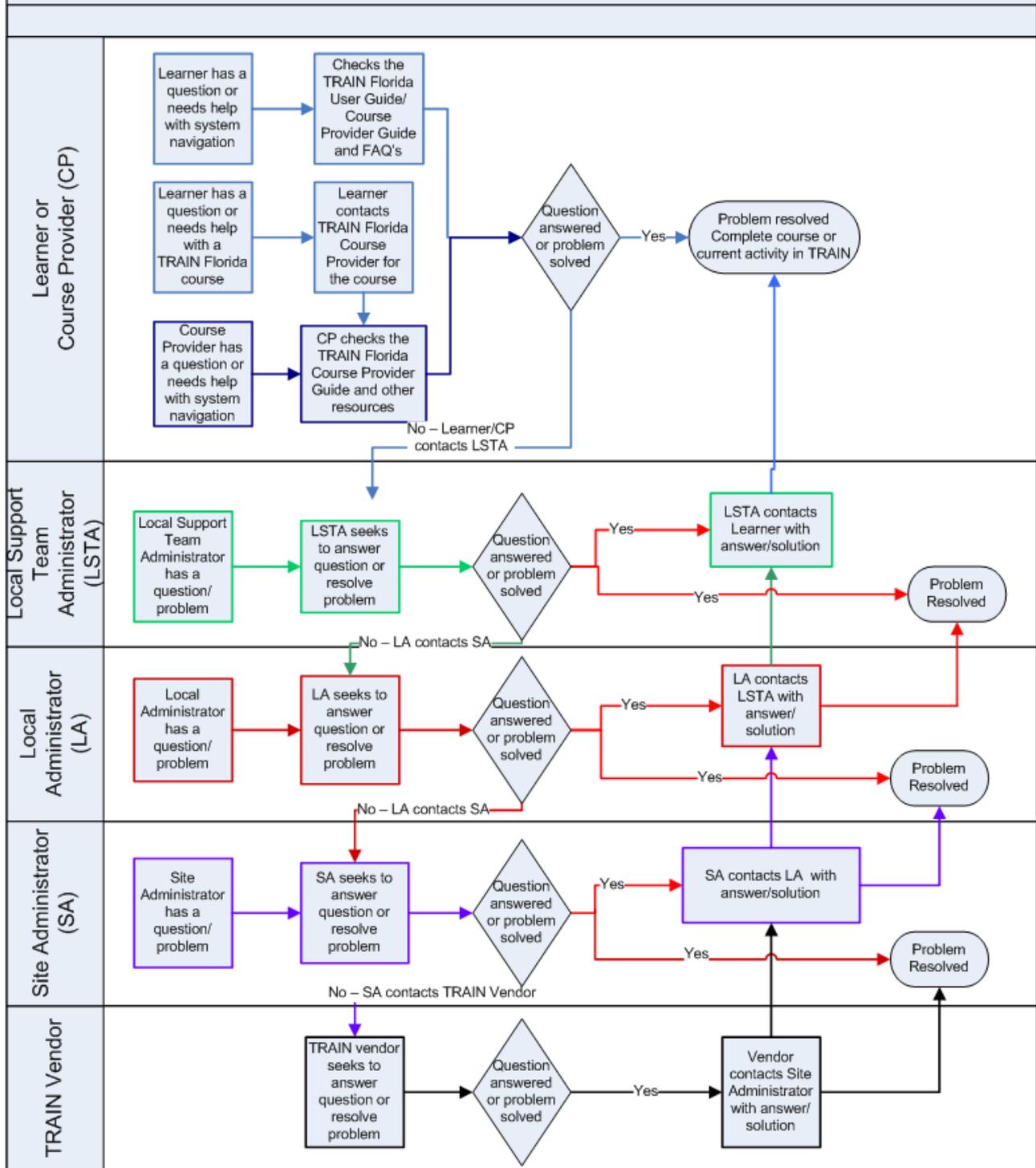
In the event that additional maintenance is needed, the KMi TRAIN Project Manager, and the KMi System Administrator will coordinate with PHF to schedule, no less than three days in advance, a planned outage.

- b. At times it might be necessary to release an emergency fix to correct an error on TRAIN production, which could also result in short outages. An emergency fix addresses any issues that, if left unresolved, poses an immediate danger to the integrity of the TRAIN infrastructure, data structure, code base or other critical TRAIN systems.

7.3 General Maintenance

1. Any maintenance that has no expectation of causing an outage will be performed when KMi feels it is necessary. This particular type of maintenance is often performed in reaction to a problem or situation that, if left unchecked, is likely to result in an unplanned outage.
2. Any maintenance that is likely to result in a short outage is only performed if an outage is very likely to occur if the maintenance task is not performed. PHF will be notified via email when the maintenance task is complete.
3. Any maintenance that will result in an extended outage will be planned in advance with PHF.

TRAIN Florida Technical Assistance and Support Process



Appendix II

TRAIN Florida Definitions

Affiliate: Any organization - such as a state public health agency, regional training center, or professional association - that purchases and is responsible for managing a customized website that is part of the TrainingFinder Real-time Affiliate Integrated Network (TRAIN).

DOH LMS Site Administrator: Agency staff designated with the overall responsibility for management of the DOH learning management system.

DOH LMS Lead Administrator: Agency staff designated with the overall responsibility for posting, managing, maintaining, and/or delivering training in their area of responsibility via the DOH learning management system.

DOH LMS Support Administrator: Agency staff designated with providing support for posting, managing, maintaining, and/or delivering training in their area of responsibility via the DOH learning management system.

DOH LMS Course Provider: Agency staff designated with creating or adapting, posting, managing, maintaining, and/or delivering training content in their area of responsibility via the DOH learning management system.

DOH LMS Course Administrator: Agency staff designated with providing support to manage student records and training in their area of responsibility via the DOH learning management system.

Learner: Any public health or health professional that uses the TRAIN National or Affiliate TRAIN sites to find, register for, or track his or her participation in training opportunities.

Site: A term used to describe the TRAIN National website (www.Train.org) and other TRAIN websites, such as TRAIN Florida.

TRAIN: The TrainingFinder Real-time Affiliate Integrated Network is a web based nationwide learning management system for public health organizations that are affiliated with www.Train.org

www.Train.org - The Public Health Foundation's (PHF) online learning clearinghouse where the public health workforce can search the extensive database of nationwide and international courses, submit courses, and track learning.

User: Any affiliate, learner, administrator, Course Provider, or other person that views, enters, or manages information on the TRAIN National website (www.Train.org) and other TRAIN sites, such as TRAIN Florida.

TRAIN Florida - Learner Quick Tips - Appendix III

Activity	Location	What to Do	Who to Contact
TRAIN Florida Learner Orientation	TRAIN Florida Login Page Learner Home Page TRAIN Florida Knowledge Center	Learners should review prior to first login to TRAIN Florida	Lead or Site Administrator
TRAIN Florida Learner FAQs	TRAIN Florida Login Page TRAIN Florida Resources TRAIN Florida Knowledge Center	Learners should review when they have a TRAIN Florida question, problem or issue.	Course Provider Lead, Site or Support Administrator
TRAIN Florida Site: Learner Questions and Answer	TRAIN Florida Login Page Learner Home Page TRAIN Florida Knowledge Center	Learners should review when they have a question on a specific TRAIN Florida task.	Course Provider Lead, Site or Support Administrator
TRAIN Florida Contact List	TRAIN Florida Login Page TRAIN Florida Help/Administration TRAIN Florida Knowledge Center	Locate your local support team, email or telephone contact person.	Course Provider Lead, Site or Support Administrator
TRAIN Florida Discussion Board	TRAIN Florida Discussion	Click TRAIN Florida Discussion link, locate Discussion Category or perform Keyword search. On Discussion topic page, click Add.	Lead, Site or Support Administrator
TRAIN Florida Knowledge/Resource Center Tutorials	TRAIN Florida Knowledge Center	Locate tutorial & preview it. The corresponding tutorial topic is also located in the TRAIN Florida Learner Guides	Course Provider Lead, Site or Support Administrator
TRAIN Florida Learner Guide	TRAIN Florida Knowledge Center	Search Learner Guide to locate instructions on all required TRAIN Florida tasks. Please don't print the guide; it is often updated.	Course Provider Lead, Site or Support Administrator
TRAIN Florida Resources	TRAIN Florida Resource	Click the TRAIN Florida Resource link, locate Resources, or perform a Keyword search. On Resource page, click Add. Resources must be approved by Lead or Site Administrator	Course Provider Lead, Site or Support Administrator